

Coleman NEWS

Celebrating the news & events of The Village of Coleman Care Centre

November 2023

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COLEMAN
Care Centre

Mission

Our mission is to provide holistic health care in a home environment, located within an internal neighbourhood design that promotes a caring community, with emphasis on optimal health and life purpose for each Resident.

“It takes a Village to Care...”



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**Did you know that
Coleman Care Centre's
Newsletters & Calendars are
available online at:
[http://schlegelvillages.com/barrie/
village-life](http://schlegelvillages.com/barrie/village-life)**



Up-Coming Events

- Nov. 02nd - Music w/Zack Wojtala at 6:30pm
- Nov. 05th - Daylight Saving Time– Fall BACK
- Nov. 06th - Music w/Bill Dickinson at 2:30pm
- Nov. 09th - Music w/Bob Cook at 2:30pm
- Nov. 11th - Remembrance Day Service at 10:30am
- Nov. 13th - Music w/Bruce Clark at 2:30pm
- Nov. 15th - Walmart Outing at 1:30pm
- Nov. 16th - Music w/Rina Koski at 2:30pm
- Nov. 20th - Music w/Christina Scala at 2:30pm
- Nov. 22nd - In-House Lunch @ 12:00pm &
Resident Council Meeting at 1:30pm
- Nov. 23rd - Music w/Eric Kidd at 2:30pm
- Nov. 27th - Dairy Queen Social @ 2:30pm
- Nov. 30th - Music w/Marcus Schwan @ 2:30pm

From the Village Office...

Rebekah and myself had the privilege of attending the Innovation Summit in Kitchener. So many new ideas and incredible assistive devices that can enrich our residents' lives. One exciting piece is the Paraglide. The Paraglide helps the resident get repositioned while sitting in a chair effortless with the touch of a button. There have also been lots of studies happening through the RIA (Research Institute for Aging) one of which is sleeping well naturally.

Although October had beautiful weather this year it is now here and gone. Winter is getting closer this is a good time to change our wardrobes. If you need any help with this please call your Neighbourhood Coordinator.

Please remember to wear the blue booties when you're in the village to prevent wet floors & potential slips and falls for residents and team members.

Tabatha Newman
West Neighbourhood Coordinator



Schlegel Villages – CONNECTIONS

2023 OPERATIONAL PLANNING



GENIUS of the &

PEOPLE • CARE • QUALITY



As an organization, Schlegel Villages is extremely grateful to have hosted some 500 leaders, team members and residents for our annual Operation Planning Retreat in early October. This time together is meant to inspire us to harness our collective energy in the quest for improvement in the service of residents and families. The three themes of People, Care and Quality focused our minds on attracting and retaining the best and brightest of team members, learning from our residents on what excellent care truly looks like, and refocusing on quality improvement.

If you look to our website under schlegelvillages.com/village-voice-stories you'll find stories that connect to Operational Planning and much more.

Schlegel Villages – **CONNECTIONS**

November 11
Lest we forget

Our freedom. Their sacrifice.

With endless appreciation and gratitude, thank you for serving our country and protecting our freedom.



In the month of November, Remembrance Day is always near the front of our minds. There are many of us who have been in the service of our elders for a number of years and recall visiting with veterans of The Second World War, hearing their stories of loss and sacrifice and their reverence for those they served alongside. As time moves on, the make-up of our Village families has changed and there are very few of these veterans left to share their stories, which is why Remembrance Day is so important. We remember them, but we also know there are countless other veterans who served long after the

last World War ended, from Korea to the Balkans and stations all around the world through the height of the Cold War. We have loved ones of veterans living with us as part of our wide family – sons, daughters, nieces and nephews – and we think of all who have been touched by the sacrifice of war as we pause on November 11. More than a century later as we look to current affairs and the senseless, ongoing struggles in the Middle East, Ukraine and other parts of the world, we see lessons have yet to be learned. In our remembrance, let us come together in collective hope for a peaceful future.

Schlegel Villages – CONNECTIONS

BUILD A LEGACY in nature

Support the Schlegel family in the **accessible cabin project** at Shady Pines Campgrounds.



In the rolling meadows and forests north of Ailsa Craig, Ontario there lies a hidden oasis where families have etched memories of outdoor adventure together for more than 40 years.

When Wilfred Schlegel bought the land in the 1970s, he pictured a place where people could escape the bustle of modern life and reconnect with the peace and tranquillity that can only be found in nature.

In 2016, the Schlegel Family once again took ownership of this space with the intention of creating two, fully-accessible cabins and the accompanying infrastructure to ensure that no matter a person's ability, a place in the wonderful outdoors is available to them.

Sponsor levels

Foundation – \$1,000

Boards – \$250

Pathway – \$100

Sponsor names to be recognized on the structure.

Donate

Online or at the Village office.



schlegelvillages.com/givingback



Quality Framework

An integrated approach to continuous quality improvement across Schlegel Villages.



Quality Improvement and Innovation

- Quality Improvement Initiatives
- Quality of life survey
- Innovation Catalyst program
- Innovation Summit
- RIA partnerships
- Applied research projects (Incubation)
- Scale up and spread (acceleration)
- Knowledge mobilization and Implementation
- Technology



Quality Assurance/Risk Management

- Daily Practices (I.e. Huddles, temps, walk-throughs)
- Preventative maintenance
- Software (I.e. PCC, Maintenance Care, Meal Suite)
- Audits (I.e. CQI, H&S, Proactive)
- Program evaluations
- Inspections (I.e. MLTC, RHRA, MOL, PHO, TSSA, Fire)
- Complaints
- Internal incidents
- Public reporting
- Litigation reports



Informatics

- Performance Indicators within the 5 Key Success Factors
- Databases (I.e. CIS, complaints, compliance, falls, wounds)
- Quality reports (I.e. Village scorecard, CIHI 35, QoL, People)
- Survey results (I.e. Team Member, Resident, Family)
- Observation and assessment
- Software (I.e. PCC, Activity Pro, Meal Suite, Crossroads, Sherpa)
- External benchmarking (I.e. Regional, Provincial, International, SQLI)
- Financial statements





Our goal is to institute an integrated Quality framework across our Villages which supports our culture of innovation, embracing the spirit “the best of senior living has yet to be invented” and protects the quality of our brand.

The overall objective is to improve care, quality of life and services to residents, team members and families that we serve, as well as improve efficiency and effectiveness of Village operations.

This requires a multidisciplinary team approach, involving and engaging all team members in the process, with the strong support and acceptance of the Village leadership team. It is also important to include other key stakeholders (residents, families, community members). Using a neighbourhood approach, we directly impact where care and services are provided, and create an environment where team members from Villages share their initiatives with each other.

QUALITY FRAMEWORK

Schlegel Villages’ Quality framework is an integrated approach to continuous quality improvement across Schlegel Villages. The framework has three main components, which need to be working within and across the Villages to ensure overall quality.



Quality Improvement & Innovation

Schlegel Villages aims to build a culture of innovation within our villages, where we constantly ask, “how can we do better?” Key differentiators in our quest to innovate, are our partnership and collaboration with the Research Institute for Aging (RIA), and employee-led Innovation Catalyst Program. Our ability to embrace better practices through an evidence-based approach will aid us in enhanced quality on a perpetual basis. Quality improvement & innovation incorporates quality improvement initiatives, quality of life surveys, the Innovation Summit, and our membership within the Seniors Quality Leap Initiative (SQLI).



Quality Assurance & Risk Management

Schlegel Villages strives to build a culture where we regularly monitor performance against standards, ensuring a proactive versus reactive approach. While standards are influenced by legislation, they incorporate who we are as an organization and adopt new standards achieved through quality improvement initiatives and innovation. We have systems and processes in place to help monitor performance, such as regular audits, annual program evaluations, accreditation and the CQI proactive audit. These tools assist with identifying gaps in our processes and any risks which need to be managed.



Informatics

Informatics assists us to make informed decisions and improve outcomes. We measure performance through our 5 Key Success Factors – which help to ensure a balanced approach. We use trending, analysis and benchmarking to make decisions about quality improvement, risk management and quality monitoring. We also evaluate operational and strategic initiatives, programs and research.



Program for Active Living: Athlete of the Month

Athlete of the Month



The athlete of the month is given to a resident who demonstrates dedication, enthusiasm, effort and perseverance toward their fitness and exercise goals. This month's athlete is someone who strives to improve w/each exercise session. This resident has come to the gym 3 times a week and has improved from using 2lbs weights to 4lbs in her strengthening. One thing she likes to share with everyone in relation to exercise is: 'never give in, never give out and never give up. Have faith and you will succeed.'

Please join us in applauding **Judith Schust** of Simcoe as **October's Athlete of the Month!"**

Village Highlights



Life with a Baby!



Pumpkin Carving





Stories from the **GREEN BENCH** Podcast

Join **Kathy Buckworth** and co-host **Evelyn Brindle** as they discuss community, connection, love, life, learning, and more on our **Stories from the Green Bench** podcasts.

Your seat on the green bench is ready and waiting.

Brought to you by:



SUBSCRIBE



ElderWisdom.ca

Health & Safety

Coleman Care Centre's Joint Health & Safety Committee

Chair-Person	Karen Andrews– Certified Member Director of Recreation Services
Co-Chair Person	Cindy Angers– Certified Member Housekeeping Aide
Committee Members	Sharon Gray PCA
	Leanne Shears– Certified Member East Neighbourhood Coordinator
	Jim Flear Maintenance
	Andrea Boston RN
	Adam Hall Dietary
	Aimee Dare ADNC/IPAC Lead/RN

Next Meeting:

Thursday, November 16th, 2023 @ 1:15pm
Skylight Dining Room

VAT– Village Advisory Team

In September we brought back Conversation Café's.

We received quite a few responses and the top three aspirations we felt that we would like to see more in in the village in the year ahead were:

- **Create Opportunities for Shared & Meaningful Activities**
- **Promote Resident Empowerment**
- **Offer Flexible Living**

Create Opportunities for Shared & Meaningful Activities:

Life in our Villages is filled with meaning, purpose and shared moments. We recognize that the most natural activity can provide fulfillment and growth, and we support residents in defining experiences that bring them meaning. “Live life to the fullest.”

Let's explore how this can be lived out in village life:

- When we are providing our residents with any of kind of care.
- During meal times, take the opportunity to engage in meaningful conversation with the residents, especially those you are assisting.
- When dropping off laundry, or tidying up a resident room.
- When you have a few minutes of down time, go and play cards with a resident, or join in on an activity.
- Take a resident out for a walk.
- There are lots of program supplies available that anyone can facilitate a small group, or one to one activity with a resident.

We often hear team members say that they wish they had more time to spend with the residents, but we can all find 5-10 minutes a day to do just that.

In December's newsletter we will explore the other two aspirations that we want to work on as a village.

If you wish to join the VAT committee to try and help promote these three aspirations in 2024 please let Karen know!

Mindful Moments w/Michael

It was a day like any other until my 4-year-old son decided to turn our living room into a battlefield. I'm talking about a full-blown, "scream-till-you're-blue-in-the-face, throw-everything-on-the-ground" kind of blowup. It was a scene that could rival any action movie, but with way more tears. It was something.

After what felt like an eternity, my little human tornado finally started to settle down. This was my cue to let him know that even though I didn't endorse his mini-revolution, I had his back. So, I put on my best empathetic parent face and said, "You know, being a kid can be really hard sometimes, can't it?" Do you know what happened next? His little demeanour softened, he looked up at me and said, "Yeah. It is." It was a special moment of understanding between us and it seemed to reset his little body and all the big emotions he was feeling.

Now, I share this not to communicate that I'm a pro parent — that would be just silly. I share this to remind us all that life has its tough moments, no matter who you are or what stage of life you're in.

Just like when I acknowledged my son's tough day, we all need those moments when we compassionately say to ourselves says, "Hey, I see you, and I understand."

So, whether you're a parent dealing with tantrums, a PSW or nurse juggling the chaos, or a resident navigating the ups and downs of life, remember: it's important to acknowledge that sometimes, life is really hard and you are doing your best.

If you ever need a listening ear — no matter who you are — please don't hesitate to reach out.

Grace & Peace,
Michael Kotsopoulos
Spiritual Care Coordinator



In 
Loving
Memory

Residents' Council

Coleman Care Centre Residents' Council Committee Neighbourhood Members / Executive Members

Kathy Crump

A Message from the President:

Here are some highlights from November's meeting:

- We reviewed the new menu for fall/winter and made some changes and got clarification on what some items are! It was a very successful Food Committee meeting.
- Distributed new Resident Right Handbooks, if you need one please see Karen.
- Reviewed the November calendar.

Please make sure to attend the November meeting!

Kathy C
Residents'
Council



Resident's Bill of Rights:

Right to Quality of Care & Self Determination

Right #19 (part 2):

Every resident has the right to:

- iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home & to obtain an independent opinion with regard to any of those matters, and

**Next Meeting: Wednesday, Nov. 22, 2023
@ 1:30 in the Skylight Dining Room**

The items below are food options that are always available if you don't like the menu choices for that day. Make sure you ask your server!

AVAILABLE MENU ITEMS

Breakfast:

assorted yogurt, cheese omelet, hard boiled egg

Lunch:

assorted yogurt, cheese or western omelet,
assorted sandwiches on wheat, braised beef stew,
chili, assorted ice cream

Dinner:

Assorted yogurt, assorted soup of the day,
assorted sandwiches on wheat, cheese or western
omelet, braised beef stew, chili

Family Council



Family
Councils
Ontario

**The Family Council meets the last
Wednesday of the month at 6:30pm at
Coleman Care Center in the Family Room.**

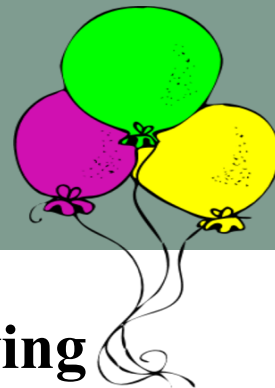
If you would like to attend the meeting, or have
any questions please send an email to:

colemanfamilycouncil@gmail.com

**Next Meeting
Wednesday, November 29th, 2023
6:30-7:30pm**



Village Celebrations



**Happy Birthday goes out to the following
Resident's for the month of November:**

Patricia K ~ 04th

Betty P ~ 06th

Lynn H ~ 11th

Evelyn B ~ 14th

Rodney P ~ 22nd

Victoria M ~ 24th

Heather F ~ 26th



Florence P ~ West Neighbourhood

John "Ross" F ~ West Neighbourhood

Marjorie S ~ West Neighbourhood

Robert "Bob" P ~ West Neighbourhood

Coleman Care Contacts

For questions, concerns or compliments, see below for contact information:

Coleman Care Centre
140 Cundles Road West
Barrie, ON
L4N 9X8

Tel: 705.726.8691
Fax: 705.726.5085
Coleman.Admin@schlegelvillages.com

General Manager/ Director of Environmental Services	Michelle Uprichard	Ext: 104 Michelle.Uprichard@SchlegelVillages.com
Scheduling/Administrative Coordinator	Ashley Bell	Ext: 101 Ashley.Bell@schlegelvillages.com
Administrative Assistant	Jenn Carr	Ext: 105 coleman.admin@schlegelvillages.com
Director of Nursing Care	Rita Dunn	Ext: 112 Rita.Dunn@SchlegelVillages.com
Assistant Director of Nursing Care/IPAC	Aimee Dare	Ext: 119 aimee.dare@schlegelvillages.com
Assistant Director of Nursing Care/RAI	Alyson Hirschfeld	Ext: 109 Alyson.Hirschfeld@SchlegelVillages.com
Director of Recreation Services & Volunteer Coordinator	Karen Andrews	Ext: 111 Karen.Andrews@SchlegelVillages.com
Interim Director of Food Services	Alam Raymon	Ext: 108 alam.raymon@schlegelvillages.com
West Neighbourhood Coordinator	Tabatha Newman	Ext: 102 Tabatha.Newman@SchlegelVillages.com
East Neighbourhood Coordinator	Leanne Shears	Ext: 107 Leanne.Shears@SchlegelVillages.com
Student Services Coordinator	Karen Andrews/ Tabatha Newman	Ext. 111 Colman.Volunteers@SchlegelVillages.com
PAL Coordinator	Sinthia Gnanachenthana	Ext. 118 sinthia.gnanachenthana@schlegelvillages.com
Spiritual Care Advisor	Michael Kotsopoulos	michael.kotsopoulos@schlegelvillages.com
East Neighbourhood Nursing Station		Ext. 106
West Neighbourhood Nursing Station		Ext. 110



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For more information or to book an appointment at Coleman Care Centre, please call

1-800-745-5550

retirement@earandhearingclinic.com



Ear & Hearing Clinic

JULIANE SHANTZ • DOCTOR OF AUDIOLOGY

www.earandhearingclinic.com

Spotlight on Tejal Patel

Did you know that 50 per cent of older adults don't take their medications correctly? It might sound surprising, but older adults take 7-9 medications a day on average, and there are often special rules to follow, like taking pills with or without food, in the morning or at night, and once or several times per day, just to name a few. Some pill bottles are tricky to open, and some pills are hard to swallow.

All these factors and more can make it tough to take medications as prescribed.

This is where Tejal Patel, the RIA's new Schlegel Specialist in Medication Management and Aging, comes in. She's been a pharmacist for over 25 years, specializing in health conditions that affect older adults.

What inspired you to pursue your research?

Early in my career, I saw that there wasn't enough research on how pharmacists can best manage medications for older adults with conditions like Parkinson's, epilepsy, stroke, and dementia. This gap in knowledge inspired me to find solutions to common medication problems, such as taking too many medications, interactions between medicines, and using the wrong ones.

What is the main focus of your current research?

I'm working on ways to make it easier for older adults to take their medications correctly at home.

We know there are challenges, like finding the motivation to take pills, opening difficult pill bottles, and dealing with memory issues. With all these complexities, it's not always easy to stay on track.

We're developing strategies that help not only pharmacists and doctors but also older adults themselves manage their medications effectively at home.

How do you ensure older adults and their care partners are involved in your research?

Our approach emphasizes the involvement of older adults. I always ask if they're interested in helping with studies.

In one of our recent studies, we invited older adults with dementia and their care partners to help us come up with research questions based on their own experiences and needs. In one of our studies, two older adults are considered co-investigators and help with every part of the study, including interpreting results and sharing knowledge gained. We invited them to present the results alongside us at conferences.

Subscribe to updates from the RIA at www.the-ria.ca/enews to stay up-to-date on research participation opportunities, events and helpful resources.

